



PRESENT:

Ed Eames, Chair
Toni Eames
Mary Kasson, Vice Chair
Carol J. Casey
Shirley Harper
Gina Sotelo
Debra Goodwin
Alicia Solis
Harold W. Seward
Danny P. Bosman
Mary Louis Smith
Emma Artin
Robert Rogers
Stan Simas
Annette Carter, TADDAC
Al Lucero, IHSS

LeRoy Hannah, Transit Systems
Mary Beth Randall, CCB
Jess Goeman, CIL Fresno
Theresa Tyler, Twilight Haven
Vance Vehrs, Communications Services

John Siragusa, MV/Handy Ride
Don Johnson, MV/Handy Ride
Paul Kwiatkowski, MV/Handy Ride

Dean Huss, FAX
James Samuel, FAX
Richard J. Diaz, FAX
Bob Brzezinski, FAX
Carlos Duarte, FAX
Ana Aguinaga, FAX

• **INDICATES ACTION ITEM**

I. CALL TO ORDER

Chair Ed Eames called the meeting to order at 10 a.m. Introductions followed.

II. APPROVAL OF MINUTES – MAY 19, 2006

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John Siragusa said Don Johnson would be moving onto another project. Mr. Johnson enjoyed working with everyone, the subcommittees, and believed a lot of progress had been made.

III. ATTENDEE ITEMS (20 MINUTES)

Handy Ride

In response to Harold Seward's complaint regarding dispatch, Carlos Duarte gave him a complaint form. Carlos Duarte would also follow up with the Complaint Coordinator.

Discussion ensued regarding dispatchers not entering the correct information into the computer despite reading the information back. Debra Goodwin would follow-up with a formal complaint.

FAX ADA ADVISORY COMMITTEE MINUTES
FRIDAY, JUNE 16, 2006
PAGE 2

Alicia Soliz voiced her displeasure with MV Transportation, the problems with the vehicles, not enough employees, resources, and said it would better to get another company because MV was not working. Carlos Duarte would forward Alicia Soliz complaint forms.

Mary Smith agreed with everything she heard and discussed her frustration with trying to get through the phones sometimes for two hours.

Theresa Tyler, Twilight Haven, discussed her frustration with Handy Ride and did not see anything getting better. The system was worse than last year. She was now making the phone calls for her residents who had doctor appointments so she could personally talk to the reservationists. She said Fresno needed to address this issue for its seniors and handicapped. Fresno could do a lot better than it was currently doing. She hoped the City could get the system fixed so the people of Fresno could ride these buses; if not, the City needed to find a company that could make it work.

Jess Goeman said two consumers were left at CIL Fresno even though a Handy Ride bus had just gone by. They had to wait another hour because the driver could not locate CIL-Fresno.

Al Lucero discussed his scheduling problem. Instead of changing his pick up time, his pick up was canceled and he had to wait three hours. Carlos Duarte would forward him complaint forms.

Danny Bosman discussed the success of the Dial-A-Ride paratransit program in Hanford. In addition, real people answer the phones, not a computer. He could not see a City of 500,000 not doing as well as a City of 50,000.

Reservations

Discussion ensued regarding changing previous day reservations to three-day advance reservations to give people more time to make and cancel their reservations. John Siragusa was concerned about an increase in no shows with the three-day reservations. Chair Eames said the item would be on the August agenda. This would give MV 90 days to get a better handle on what was happening with regard to no shows.

MV Conference Calls

In response to Annette Carter, John Siragusa said MV would evaluate changing the time of the weekly conference calls from 10 a.m. - 11 a.m. to 12 noon - 1 p.m.

FAX ADA ADVISORY COMMITTEE MINUTES
FRIDAY, JUNE 16, 2006
PAGE 3

IV. COMMITTEE BUSINESS

A. Disability Awareness Training

Chair Eames said there was nothing to report from the last meeting. Carlos Duarte would follow-up with the FAX trainers to find out when the next fixed route training would be scheduled.

B. Driver Appreciation Subcommittee

Shirley Harper said she enjoyed working with the Handy Ride clients and FAX. Last month, she brought up the idea of including office staff on the award. She gave the names of people signed up to Carlos Duarte so he could continue with it. A lot had been accomplished with the Driver Appreciation Program, but otherwise, they were not getting anywhere. She would return in a couple of years to see if the system had improved. She said people had valid complaints, but felt they were wasting their time.

C. Handy Ride Transition Subcommittee

Mary Kasson said the subcommittee met June 5, 2006, and read the recommendations from the Transition Advisory Committee regarding the "Will Call" and "Subscription Service" policies into the record (on file at Fresno Area Express). Mary Beth Randall said the subcommittee was bringing the two proposed policies to the committee for approval.

- **On motion by Annette Carter, seconded by Toni Eames, unanimously approved that the Will Call and Subscription Service policies as presented by the Handy Ride Transition Subcommittee be accepted.**

D. Guide to Ride Subcommittee

Mary Beth Randall said the subcommittee met on June 5, 2006, and made some progress. The subcommittee was recommending that an ADA eligible person would be allowed to have an attendant who would ride free, two companions who would pay 75¢ each, children (4) under the age of 6 would ride free, and children 6 and over would pay 75¢ each.

- **On motion by Mary Beth Randall, seconded by Carol Casey, unanimously approved to accept a recommendation from the Guide to Ride Subcommittee approving one attendant, two companions, and no more than four children accompany each passenger.**

Mary Beth Randall said another issue discussed was the number of items people were taking on the bus. Some unsafe conditions were arising with the number of bags not being properly stored and secured. The subcommittee's recommendation was not to allow more than two bags per person. If that person had an attendant and companion, each person could have two bags.

FAX ADA ADVISORY COMMITTEE MINUTES
FRIDAY, JUNE 16, 2006
PAGE 4

Detailed discussion ensued regarding limiting carry-on items to two. Chair Eames and John Siragusa concurred it appeared the current policy just needed to be enforced. This item was returned to the subcommittee for further evaluation.

V. HANDY RIDE SYSTEM

A. Update on No Shows

Paul Kwiatkowski said for the month of May, Handy Ride transported 17,595 passengers compared to 16,656 in 2005; on time performance was 93.51% in 2006 compared to 85% in 2005; there were 1,025 no shows in 2006 compared to 485 in 2005; and there were 2200 cancellations in 2006. He was pleased the committee was working on improving the service via the policies because no shows and cancellations needed to be reduced to improve the effectiveness of the service.

In response to Annette Carter, Paul Kwiatkowski said they would strive to continue improving passengers per revenue service hour. In response to Chair Eames, Paul Kwiatkowski said the no show policy would now be enforced only when the vehicle had showed up, was on time, and the person was not there to get on the bus and use the system, or did not cancel the trip before the two-hour period. In response to Theresa Tyler, Paul Kwiatkowski said there was a process for passengers to respond to Handy Ride regarding no shows not being caused by the passengers.

In response to Annette Carter, Chair Eames and Paul Kwiatkowski confirmed a no show goes on the record immediately as a no show, and then would be investigated. Paul Kwiatkowski said that trip had to be recorded before the driver could move on to the next stop. John Siragusa said the Global Positioning System (GPS), a very sophisticated system, would help Handy Ride determine no shows.

Gina Sotelo asked if there was a phone number that could be called for patients who need more time at dialysis, or if they were ready ahead of time so other passengers would not be affected by someone being early or late.

Paul Kwiatkowski discussed the new server that had been put in two weeks ago. They were pleased to have the system and the map upgrade to help improve the scheduling and communication with the drivers.

VI. REPORT FROM FAX

A. Review Table of Open Issues

- **Reviewed and updated.**

FAX ADA ADVISORY COMMITTEE MINUTES
FRIDAY, JUNE 16, 2006
PAGE 5

VII. RESIDUAL ITEMS

Fares

Paul Kwaistkowski said he would be meeting with the drivers regarding not accepting roundtrip fares.

Bus Service

In response to Danny Bosman, Dean Huss discussed the end-of-the-line recovery time for the drivers on Route 28 at Kings Canyon and Winery. Dean Huss would talk to him after the meeting regarding his recommended changes. Mr. Bosman said there also was no bus service to the SPCA on Hughes.

VIII. ANNOUNCEMENTS

- **Chair Eames announced the next committee meeting would be on Friday, August 4, 2006. There would be no July meeting.**

IX. ADJOURNMENT

There being no further business to bring before the FAX ADA Advisory Committee, Chair Ed Eames adjourned the meeting at 12:02 p.m. Any questions, comments, or concerns may be directed to Chair Eames at 224-0544.